

VERTICOOL DROP SHADES

Congratulations on your purchase of a Verticool drop shade from SugarHouse Industries. With occasional cleaning and sensitive use you will enjoy your shade product for many years.

Shade Product Purchased

Install Date

WARRANTY:

10 year lifetime limited manufacturer warranty on the frame, depending on model.

10 year limited manufacturer warranty on Solution Dyed Acrylics (Sunbrella, Dickson), and

5 year limited manufacturer warranty on Open-Weave Vinyl Coated Polyester Fiber (Awntex 160), and Somfy motors.

1 year limited warranty against defects in materials after delivery or installation.

Warranty can be redeemed through SugarHouse Industries directly. Detailed information regarding warranty coverage is available at www.sugarhouse.us/company/support/warranty

WARNING:

Verticool drop shades are primarily designed to protect you from the damaging and harsh rays of the sun. They are not intended for use at all times and in all weather conditions.



To maximize the longevity of your Verticool shade, always retract your shade and turn off any automatic control systems:

- When you will be away from home for an extended period.
- When winds stronger than 18 MPH are expected to avoid damage to the fabric.
- When persistent, heavy, driving or freezing rain is expected. Mildew may form after retracting a wet and dirty exterior drop shade.
- When frost or snow is expected. Motor damage can occur by retracting a wet exterior drop shade after the fabric has frozen.

SugarHouse Industries does not cover storm and wind damage in our warranty. Should damage occur, however, we can quickly replace the fabric, hardware or motor.



OPERATION:

- **Gear Driven Exterior Drop Shade:** Turn the crank counter-clock wise to unwind the shade to its full extended position. To retract the shade turn the crank clockwise so the fabric rolls to the top side of the roller tube. Remove the winding crank from the roller gear when not in use to prevent damage to your home.
- **Motorized Exterior Drop Shade:** Push the switch down to extend the shade. The motor has been preset to stop when the shade reaches its full extension. Push the switch up to retract the drop shade. The motor has been preset to stop when it is fully retracted.
- **Rope-Operated Drop Shade:** To roll up your shade, pull all the ropes together and wrap the ropes around the cleat to secure them. If two cleats are provided, wrap the extra length of rope in between them when the shade is pulled up.

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CARE:

Do's:

- Retract your Verticool exterior drop shade when you're not using the area that it shades.
- Keep your Verticool exterior drop shade clean. The fabrics used in the products we sell are mildew resistant, but mildew damage can occur if moisture, dirt or other foreign materials are left to accumulate on the fabric.
- Keep shrubbery and vines away from your shade products. Some plants secrete acids that can damage the fabric and/or hardware.

Don'ts:

- Don't operate in freezing weather. If frozen, wait until it thaws naturally before retracting.
- Don't subject your exterior drop shade to direct flames or hot temperatures. Grease and smoke may coat and discolor the fabric.
- Don't use pesticides on the fabric as they can impair the water repellency and cause staining.

HARDWARE:

- Roller gear mechanisms are factory sealed and cannot be lubricated.
- The powder coated metal components and profiles of your shade products should be cleaned twice annually. Wash in tepid mild soapy water and rinse off. Build up of dirt on these surfaces reduces the life of the powder coating.
- Hinges and joints should not require lubrication. However, if lubricants are applied, they should be of the non-staining silicone type.

FABRIC:

Solution-Dyed Acrylics - (Sunbrella, Dickson)

Acrylic fabrics will withstand years of normal exposure to sunlight and rain. They resist mildew, sun-rot, and atmospheric chemicals while retaining their color and strength. They carry a 10-year, limited manufacturer's warranty and feature a water and stain resistant finish which simplifies cleaning.

The fabric should be rinsed off with a hose each month to remove dirt and other debris. The fabric should have a deep cleaning every 2-3 years. Solution-dyed acrylic fabric does not promote mildew growth. However, mildew may grow on dirt and other foreign substances that are not removed from the fabric.

For simple stains or a light cleaning the fabric may be washed with a solution of mild detergent (i.e. Woolite or Dawn) and lukewarm water. Let the solution soak into the fabric and use a soft-bristle brush to scrub gently. Rinse thoroughly with clean water until all cleaning residue is removed and then air dry.

For a deep cleaning or to remove stubborn stains (i.e. mildew, roof run-off, etc.), prepare a solution of one cup of bleach, 1/4 cup of mild detergent, and one gallon of water. Allow the solution to soak into the fabric for 15 minutes. Use a soft-bristle brush to scrub gently. Rinse thoroughly with clean water until all cleaning residue is removed and then air dry. After a deep cleaning or five years of use, the water repellent finish (i.e. 303 High Tech Fabric Guard) should be reapplied to the fabric.

Never machine dry acrylic fabrics or apply heat to them - AIR DRY ONLY. Never dry clean.

Open-Weave Vinyl-Coated Polyester Fiber - (Awntex, Phifertex)

Mesh fabrics carry a 5-year, limited manufacturer's warranty.

They should be rinsed off with a hose each month to remove dirt and other debris. They may also be washed with a solution of mild detergent (ie. Woolite or Dawn) and lukewarm water. Use a soft bristle brush to scrub gently. Rinse thoroughly with clean water and air dry.

CAUTION: Never steam clean, dry clean, or machine dry these fabrics - AIR DRY ONLY. For storage, place fabric on a shelf or in a breathable container. Do not store fabric on the ground. NEVER POWERWASH FABRICS.

SPRING AND FALL SERVICES:

We provide a paid service to remove your slide-wire cable canopy panels in the fall and reinstall it in the spring. The fabric panels may be stored at your home or at our facility. You will receive emails in the spring and fall with a link to sign-up for the put-up and take-down service. We are generally working on a 2-3 week schedule for these services, so please plan ahead.

PROTECTION MAINTENANCE SERVICES:

We offer paid services to clean and to seasonally remove and reinstall your awning.

Shades which are protected from the weather when rolled up (such under an eave) can be left on your home year-round. We recommend the removal and storage of rope-operated drop shades, if exposed, during the winter months to prevent debris and water from accumulating in the rolls and overexposure to the sun.